

SW Admin: Multi-Level Telecom Business Management

A clear, easy-to-use PC-based business management application has been developed to work with the WTL range of switches. This package is designed to allow switch owners and their resellers immediate access to the key features driving their businesses. As usual with WTL it makes no difference if the traffic is VoIP or TDM and a wide mixture of services can be supported from one single application.

The screenshot displays the IPNx Billing v0.9.3 application window. The main window shows a tree view of 'Agents & Companies' with a table listing agents and their associated companies. A 'Modify Company "pcspcs1"' dialog box is open, showing various configuration options for the company.

Name	Agent	Company	Current
1	BXL		60999350
1	dir		499350
1	dir	epco	-650
1	pcs		70999350

Modify Company "pcspcs1"

Agent: WTL Agent Name: wtlagent
 Company: pcspcs1 Company Name: agent

Settings **Company Info**

Balances

Current	12,300
Weekday	12,300
Weekend	32,100

Routes to use

Main	▼
Data	▼
Payphone	▼

Profiles

Weekday	▼
Weekend	▼
Friday	▼

Time Limits

Time Limit	Yes
Time Balance	100

Other

Language	English
Currency	▼
DTMF "C"	No
Priority	No
Voice File	pcs.vox
Adm. Charge	12,300
AC Interval	10
Switch Domain	▼

Callbacks

Delay	3
Default	b
Country Code	33

Limits

Limit Service	Yes
Max. User	888
Max. Duration	321

OK Cancel

Features

- New Customer sign-on
- New Reseller sign-on
- Secure, partitioned access
- Remote access for Resellers
- Multi-level business model
- Calling Card Creation
- Rate management
- Invoice generation
- Carrier reconciliation
- Traffic reports
- Balance/account management
- Batch & PIN Management

Who Should Use It?

SW Admin is targeted at operators with a mix of the following businesses: wholesale (VoIP and/or TDM), calling cards, call shops, general Pre & Post-Paid accounts with Reseller and/or Direct customers.

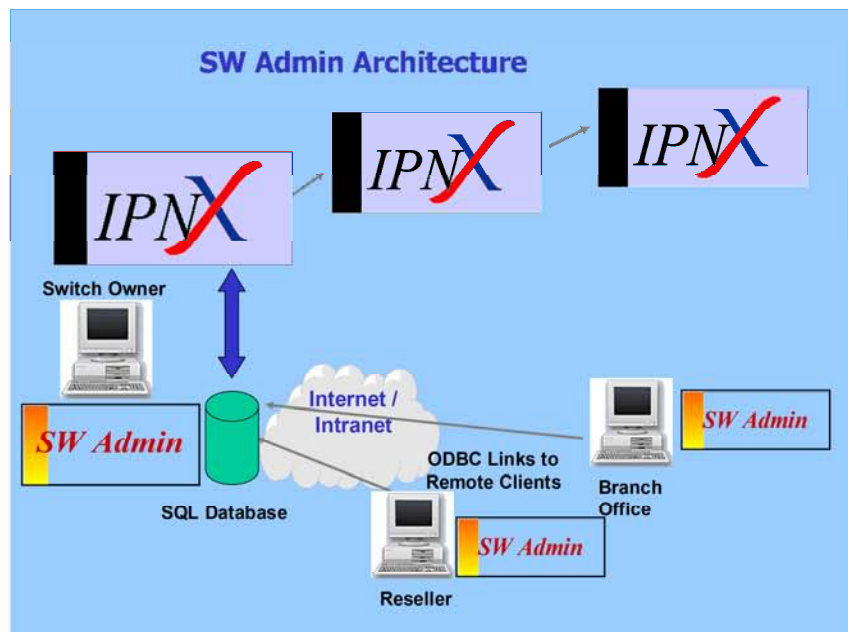
The software is simple to use so that common operations can be completed quickly and reliably. Templates can be set up so that frequently used information does not have to be re-entered every time. For example, all the parameters may be pre-defined for calling card batches and just the card value and batch size are varied for each new batch.

Resellers and remote offices are able to log in to view only the data related to them. This makes it possible to partition the WTL switch into many small, virtual switches.

System Architecture

SW Admin runs on a dedicated server with its own SQL database. The database communicates with the switches using an IP connection. For this reason we recommend that the SQL server is co-located with the switch. New entries and changes are created in SW Admin and can be instantly committed to the running switch or stored for later activation. Remote users run their own copy of the application with an ODBC link to the central database.

Alternatively, web access to the central database is available as a cost option.



Manage all parts of the business from one place

SW Admin allows switch owners and resellers (with the correct access rights) to manage all the elements within a telecom business. Carriers may be added, services can be set up for DDI numbers and the dialling code plan can be maintained (dialling codes can be grouped into 'Regions' to make them easier to manage).

Rate management is, of course, critical. Carrier rate files may be imported as CSV files and then manipulated. For example, all buy rates can be increased by a fixed percentage to quickly create a set of selling rates.

Reporting

The software is based on a SQL database so almost any aspect of the stored data can be queried and reported on. The default set of reports delivered concentrates on ASR calculations and financial summaries showing the call revenue per customer.

Top Cards	Termination traffic analysis
Top country reports	Destination Summary
Top customers	ASR by country
Customer call analysis	Prepaid cards batch information
Passive accounts	Invoice

Reports may be produced in html, PDF or Excel format so that they can be published on a web page, sent direct to clients

Security and Fraud Protection

Every user must log in and gains access rights set up by the administrator. These rights include the financial limits that they must work within (for example, the amount of credit they can add to an account per transaction and per day). Also an audit log is kept, by log in, of all actions the operator takes.

Product Options

SW Admin is available in 3 versions depending on capacity. Capacity is measured in terms of billable minutes per month:

- 0 – 5 million minutes per month
- 5 – 10 million minutes per month
- 10 + million minutes per month

If the specified capacity is exceeded the software will show a warning and an upgrade to the next version must be purchased within 10 days.

PC Requirement

The system requirement will depend on the size of business being managed (see below for typical CDR volumes generated by different businesses). The minimum requirement is as follows:

Desk top or rack mount PC server. Windows 2000 / XP, Microsoft SQL. PIII Processor, 512MB memory, 40GB HDD, back up system.

The number of calls defines the number of CDR and Log file records to be processed and the size of these files. An IPNx installation with 8 E1s should generate up to 2 million call minutes per month which will take approximately 1.5GB of disk space per month.